
SMART LOGGER II

Multichannel Call Recording and Monitoring System

Smart Logger II Web Client

Module of Client-Side Web Access

STC-S587

User Guide

Speech Technology Center, Ltd developed and successfully implemented a quality management system it now makes use of. The system meets ISO 9001-2008 requirements, which is proved with a conformance certificate issued by Det Norske Veritas international independent certificate foundation. The certificate is actual from 03/10/2005 to 03/31/2017.

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Introduction

About This Guide

This Guide contains all required information for users of the **Smart Logger II Web Client** module (hereinafter, *module*) used as a part of the **Smart Logger II** multichannel call recording and monitoring system (hereinafter, *system*). This Guide describes actions to perform by means of the **Smart Logger II Web** application (hereinafter, *application*) in web browser.

This Guide refers to **Smart Logger II Web Client** software version 8.4.

Related Documentation

For more in-depth information on **Smart Logger II** system, please refer to the following documents:

- Smart Logger II Multichannel Call Recording and Monitoring System. System Overview.
- Smart Logger II Multichannel Call Recording and Monitoring System. Administrator Guide.
- Smart Logger II Multichannel Call Recording and Monitoring System. User Guide.

Technical Support

If you have any questions concerning the use of this product, please contact Speech Technology Center's technical support service or your regional dealer.

We welcome your feedback, questions and concerns regarding **Smart Logger II**.

For technical support:

Postal Address: STC Ltd., Ul. Krasutskogo 4^a, 196084, St. Petersburg, Russia

Phone: +7 (812) 325-88-48

Fax: +7 (812) 327-92-97

Email: support@speechpro.com

Website: http://www.speechpro.ru

When contacting Technical Support, please include the following details into your call/ticket:

- Software modules/components title(s) and version(s).
- Hardware configuration.
- Operating system title and version.
- **Smart Logger II** logs.
- Screenshot (a screen capture showing the way the software behaves).

Typographic Conventions

The following typographic conventions are applicable to this Guide:

Formatting	Description
Normal	Guide body text.
<i>Italic</i>	Used when a term appears in the text for the first time.
Bold	Used for marking out software component names, as well as interface element names (headers, buttons etc.).
<i>Bold Italics</i>	File names and access paths.
Monospaced blue	Represents software code elements and file listings.
<u>Underlined blue</u>	Hyperlinks to external resources or Guide sections.
Element > Child	Command option paths are shown in the order you access a command button from the menu. For example, File > Exit means selecting File menu and then clicking Exit command.
<label>	Placeholder to be replaced with a real value. For example, in D:\<DirName>\file.txt <DirName> placeholder labels the file system directory.

Below there is a notification layout used in the Guide according to notification severity level.



Essential requirements that are mandatory to fulfill in order to avoid critical issues, software malfunctions and failures.



Possible major issues and ways of avoiding them.



Important notes you should pay attention to.



References to additional documents.

1 Basic Concepts

1.1 Purpose and Features

Smart Logger II Web Client provides remote monitoring of agent performance whose calls are recorded by the **Smart Logger II** system.

The module provides working with the **Smart Logger II** audio recordings, including the following features:

- export
- comments
- playback
- viewing *full-text transcriptions*
- filter and search
- labels
- viewing call info
- deleting

Smart Logger II Web Client supports the following audio formats (for playback):

- .wav, mono/stereo, PCM (16 bit; 8, 11, 16 kHz), G.711 (A-, μ -law), ADPCM, GSM 06.10 encoding
- .sl2, mono/stereo (protected audio data format supported by the **Smart Logger II** software only)



Depending on **Smart Logger II** access restriction system settings, access to some functions for particular user may be denied. For detailed information on access rights in the web application, refer to Section [2.9](#).

In addition, web application provides some speech analytic functions, such as dividing recordings into thematic clusters. For this feature, the **Thematic Clusterer** module with the corresponding HASP key must be installed as a part of the system.



For information on working with **Thematic Clusterer**, please refer to *Thematic Clusterer module User Guide*.

1.2 Technical Requirements

For system requirements to the client-side computer, please refer to the web browser requirements you plan to use.

Note that for correct displaying the web interface, your screen must be set to 1280x1024 resolution at least.

1.3 Software Requirements

To work with the application, use the following web browsers:

- **Mozilla Firefox 12.0** or later (recommended)
- **Internet Explorer 9.0** or later
- **Google Chrome 18.0** or later

2 Working with the Application

2.1 Logging In

To start working with the application, enter the web server address in your browser navigation bar.

To connect via HTTP:

http://<hostname>:8080/portal/,

to connect via HTTPS:

https://<hostname>/portal/,

where <hostname> is an IP address or hostname of the computer the **Smart Logger II Web Client** module is installed on.

In the authorization window (Fig. 1), type your username and password and click **Login**.



Ask your system administrator for connection address and credentials.

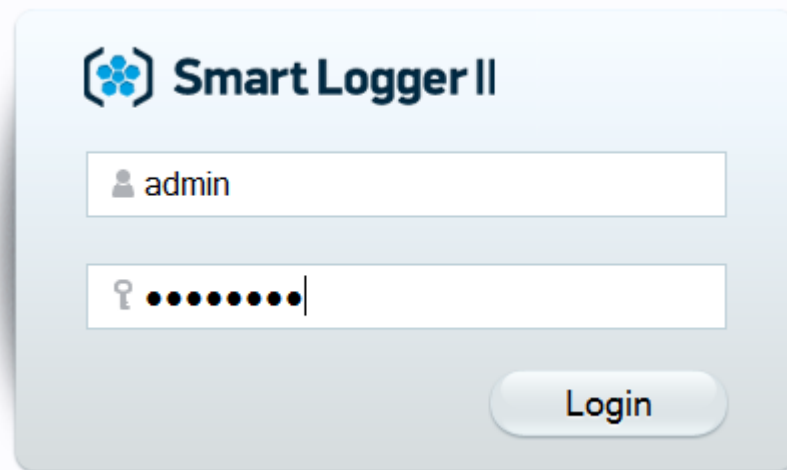



Figure 1: Authorization Window

A user account is created by means of the **Smart Logger II** desktop application. There are two types of accounts:

- **Smart Logger II:** for this account, you should enter login and password of **Smart Logger II** user account
- **Windows:** for this account, you should enter **Windows** user login using the <Domain>\<User> pattern, and password

If an account has role(s) assigned in the **Smart Logger II** application, you can view this after authorization in the web application. To do so, click the  <username> button and look at the **Roles** field.

2.2 Web Interface

Web interface elements after authorization are detailed on Figure 2.

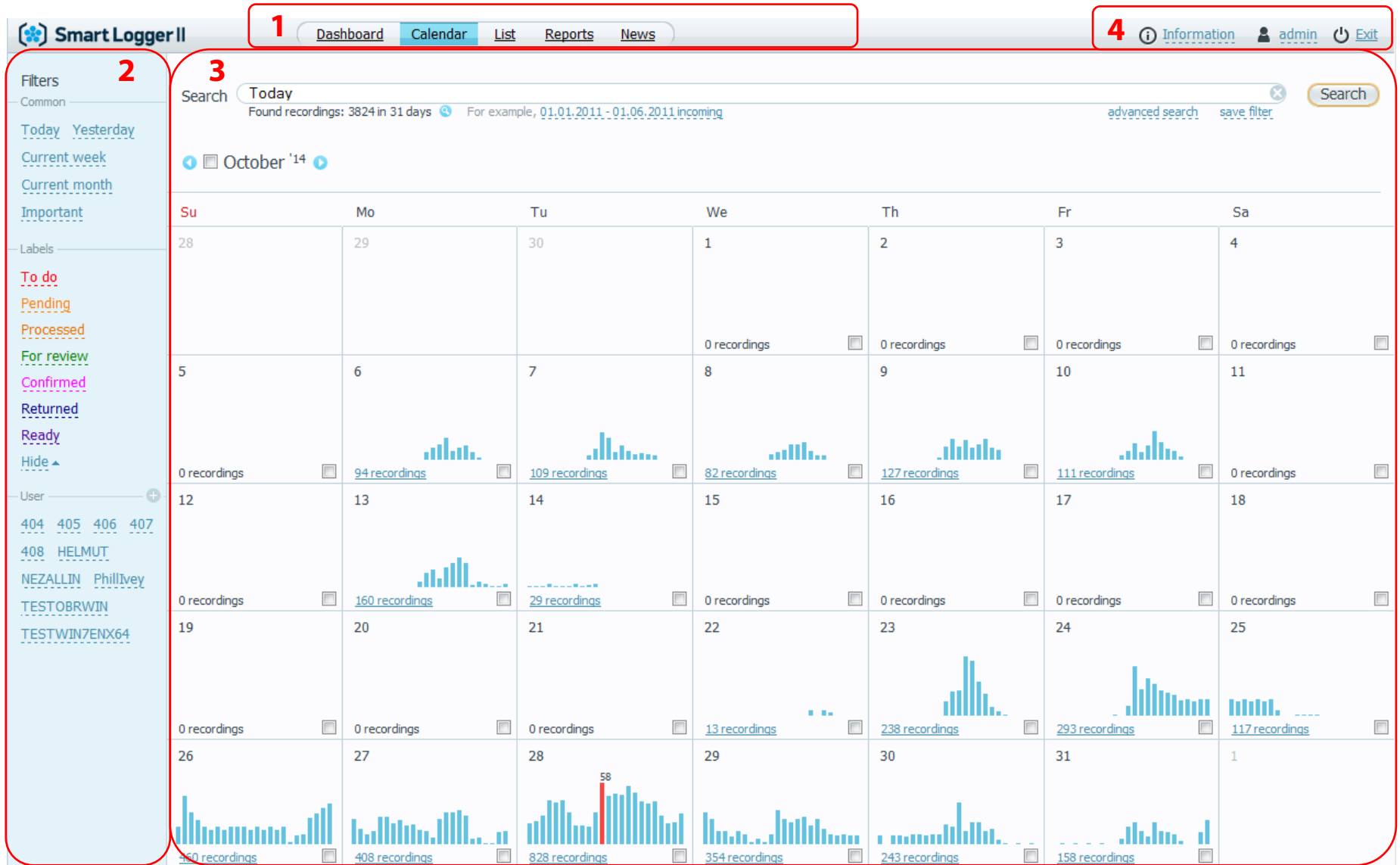


Figure 2: Web Interface Screen

- 1 Tabs** panel. Active tab name is highlighted with blue color.
- 2 Filers** panel for quick search.
- 3** Page body whose appearance depends on active tab. If **Calendar** or **List** tab is active, the page body includes query string (see **Search** box).
- 4** Panel with general commands (getting help and user info, exit, etc.).

2.3 General Commands

2.3.1 Getting Info and Help

For information on application, click  **Information** on the upper right corner.

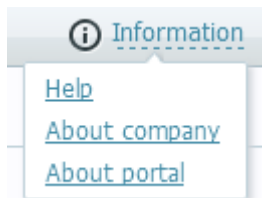


Figure 3: Information Menu

You will see the following links in the drop-down list:

Help. Viewing user guide and help on query language.

About company. Viewing <http://speechpro.com/> website.

About portal. Viewing information on application, software version and technical support.

2.3.2 Changing UI Language

To change the interface language, click  *<username>*, go to **Language** field, click the link and then select language in the drop-down list.

You can work either with russian or english language.

2.3.3 Exiting the Application

To exit the application or change user, click  **Exit**. Next, you will see the authorization window.



If you closed your browser without exiting the application, a user license will get free in some period of time. By default, this timeout lasts 30 minutes and may be changed by administrator.

Similarly, if an application is idle for 30 minutes (by default), it exits automatically. In order to resume your session, it will be required to authenticate once again.

2.4 News Tab

Click **News** tab at the top. In the page body, you will see news of Speech Technology Center. Click the hyperlinks to view details on the Speech Technology Center website.

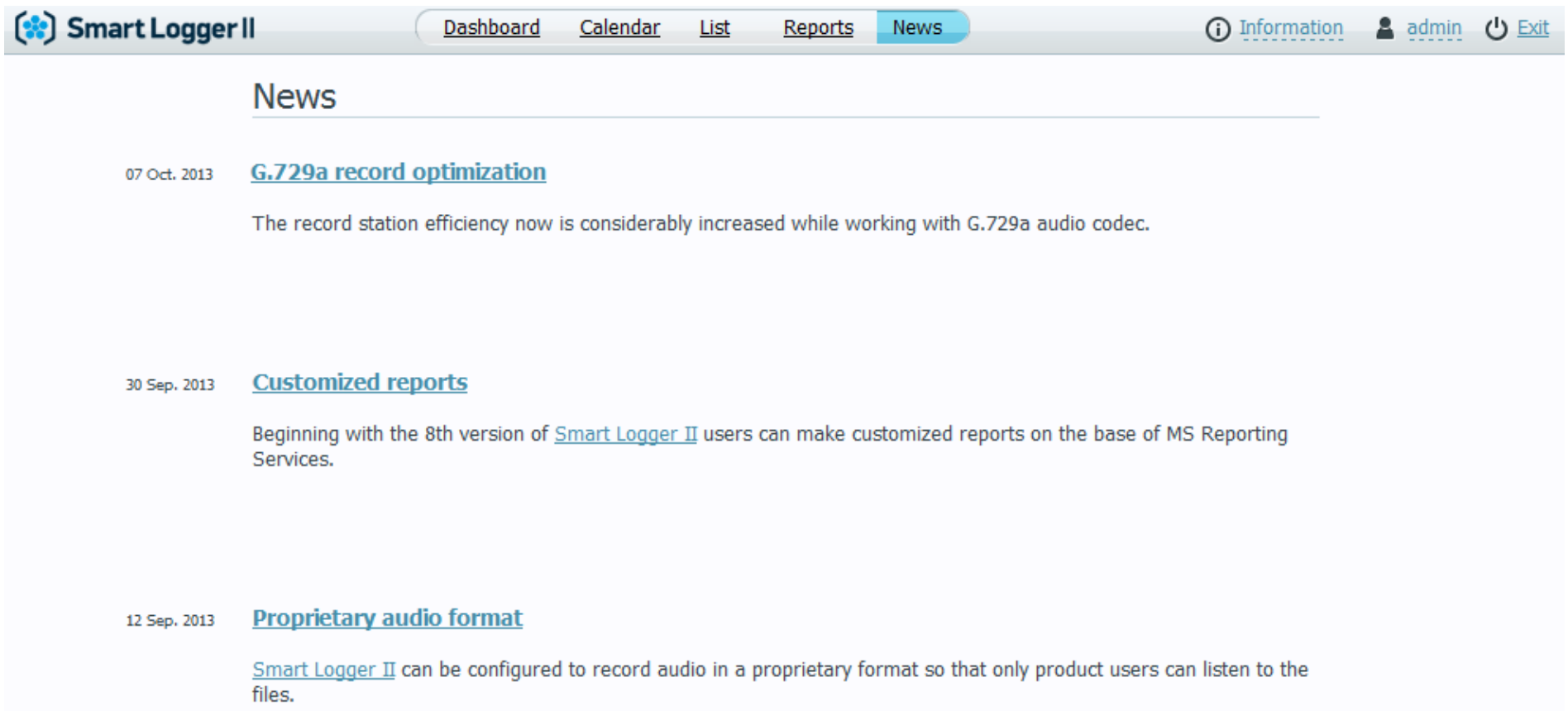


Figure 4: News Tab



To display **News** tab, connection to Internet on **Smart Logger II Web Client** server is required. If Internet connection is provided via proxy server, connection settings to proxy server must be specified in **Smart Logger II Web Client** configuration. Make sure that **http://www.speechpro.com** is included into your proxy server white list.

2.5 Calendar Tab

The **Calendar** tab is active by default after authorization.

Main elements of the **Calendar** tab are listed below.

- search box for typing queries (Fig. 5)
- calendar table of month (Fig. 6), where rows correspond to weeks and columns correspond to weekdays

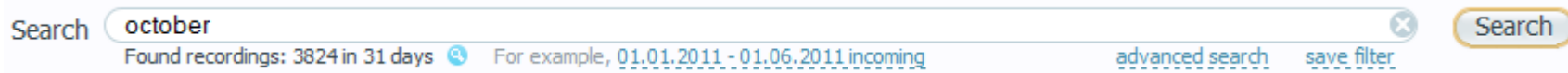
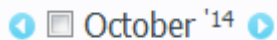




Figure 5: Search Box



Below the **Search** box, you can see current month name and controls to move from one month to another (use  and  buttons or **Ctrl+ , Ctrl+ →** hotkeys instead). After displaying search results, you also will be able to move between months, except of case when the query result covers less than one month.

For details on search for recordings, please refer to Section [3](#).

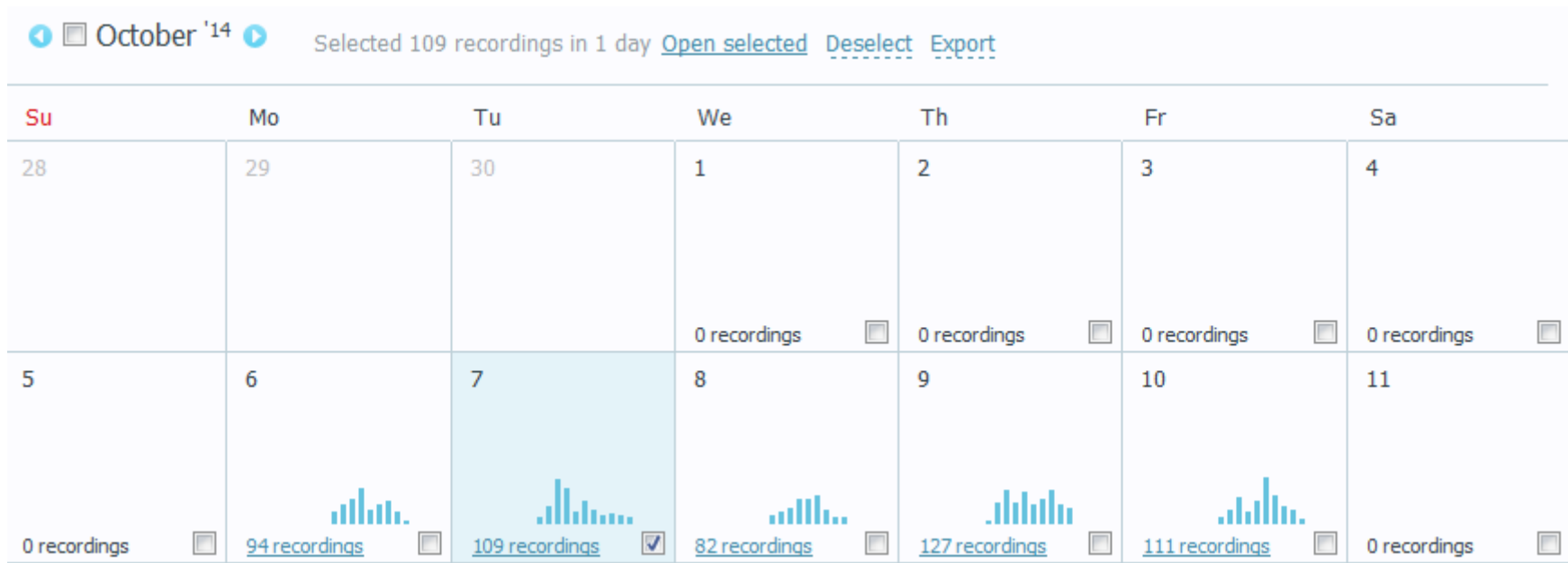


Figure 6: Calendar Tab

If some calls were recorded during a day, the corresponding cell in the table displays a histogram, as presented on Figure 7.

Height of each column corresponds to number of calls recorded during the period of a day. Move mouse pointer to the histogram to view particular periods of time.

Click a column to view calls recorded during this time. Instructions on working with recording lists are presented in Section 2.6.

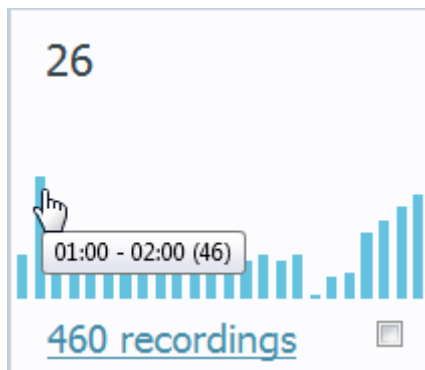


Figure 7: Number of Recordings during a Day

To view call list recorded during a day or several days, select the corresponding cells (see on Figure 7) and click **Open selected**. Another way is to click hyperlink with information on number of recordings at the bottom of cell.

After selecting a day or month with the flag, you will see the information on selection at the top (Fig. 8).



Selected 109 recordings in 1 day [Open selected](#) [Deselect](#) [Export](#)

Figure 8: Info on Selection

In addition, you will see the following commands:

- **Open selected.** Click this to view a list of selected recordings.
- **Deselect.** Click this to clear selection flags.
- **Export.** Click this to export sound files and call info (**Export with files**) or export call info only (**Export without files**).

Sound files and call info are exported into **.zip** archive.

Note that if you are going to export a large list of recordings, it may take a long time.

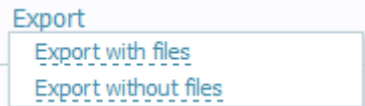


Figure 9: Export

When working with the calendar, you are allowed to enter search queries and use quick filters. In these cases, calendar cells include the data correspond to the query only.

2.6 List Tab

2.6.1 Getting Started

The application provides several ways to start working with the recording list:

- clicking the **List** tab at the top
- clicking the histogram in the calendar
- selecting a cell corresponding to the day (Fig. 6) and clicking **Open selected**
- clicking hyperlink with information on number of the recordings at the bottom of cell

List is displayed on the page according to search query (Fig. 10).

The screenshot shows a search interface with a search bar containing the text "19 november evening". Below the search bar, it indicates "Found recordings: 16" and provides an example: "For example, Channel '6' June_5537". There are links for "advanced search" and "save filter", and a "Search" button. Below the search bar, there is a section for "Found" with a checked checkbox, "Selected 16 recordings", and buttons for "Deselect", "Put a label", "Export", and "Delete". The "Arranger" is set to "by date". The list contains 8 entries, each with a checked checkbox, a star icon, a play button, a date and time stamp, a channel name, and an "Add comment" button.

Found	Selected 16 recordings	Deselect	Put a label	Export	Delete	Arranger: by date
<input checked="" type="checkbox"/>	★	▶	19 Nov. 2014 19:06:23, 6747	▶	6617, 01:13	Add comment
<input checked="" type="checkbox"/>	★	▶	19 Nov. 2014 19:01:55, 6946	◀	asttest2, 02:34	Add comment
<input checked="" type="checkbox"/>	★	▶	19 Nov. 2014 19:01:39, 6911	▶	6666, 02:49	Add comment
<input checked="" type="checkbox"/>	★	▶	19 Nov. 2014 19:00:58, 6747	▶	6617, 04:01	Add comment
<input checked="" type="checkbox"/>	★	▶	19 Nov. 2014 18:41:39, 6617	▶	989219547211, 03:57	Add comment
<input checked="" type="checkbox"/>	★	▶	19 Nov. 2014 18:28:58, 6617	◀	2017, 08:31	Add comment
<input checked="" type="checkbox"/>	★	▶	19 Nov. 2014 18:27:14, 6916	▶	6661, 00:07	Add comment
<input checked="" type="checkbox"/>	★	▶	19 Nov. 2014 18:18:29, 6225	◀	6907, 00:19	Add comment

Figure 10: List Tab

For information on search and filters, refer to Sections [3](#), [4](#).

On a page, no more than 30 recordings can be displayed. To turn over the pages, use navigation buttons at the bottom or **CTRL+ , CRTL+ →** hotkeys.

To sort list entries, click **Arranger** at the upper right corner and select new sorting criterion.

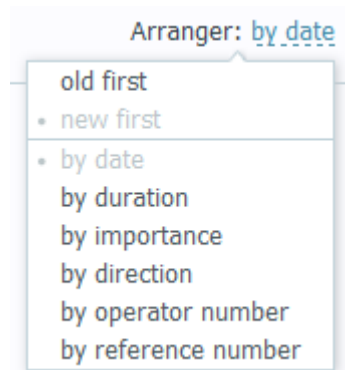


Figure 11: Sorting Criteria

You can sort list using the following criteria:

- the time call was recorded (old first/new first)
- the date call was recorded (descending/ascending)
- call duration
- importance label (important call/not important call)
- call direction (incoming/outgoing)
- by agent phone number
- by client phone number

2.6.2 Labels, Export and Deleting

The recording list (Fig. 10) contains elements described below.

● mark indicates that call is still being recorded.

🚩 flag indicates important call. In addition, important recordings are highlighted yellow in the lists. You can search for recordings by importance criterion.

flag indicates selected recordings. Check this flag in order to view operations allowed for multiple selection (Fig. 12).

Selected 16 recordings [Deselect](#) [Put a label](#) [Export](#) [Delete](#)

Figure 12: Actions with Selected Recordings

Deselect. Click this to clear selection flags.

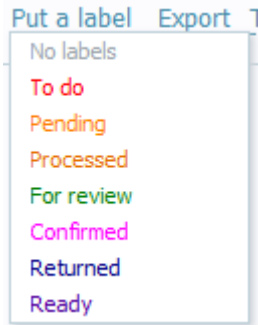


Figure 13: Color Labels

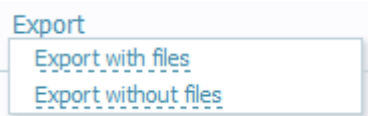


Figure 14: Export

Put a label. To label recording(s), select label from the drop-down list.

You can create new labels using the **Smart Logger II** desktop application. If you or someone else did so, those labels also would be presented in the list.

Export. Click this to export sound files and call info (**Export with files**) or export call info only (**Export without files**).

Sound files and call info are exported into **.zip** archive.

Note that if you are going to export a large list of recordings, it may take a long time.

Delete. Click this to delete the selected recordings. You can delete recordings, only if you granted with the corresponding access right. Next, you will be able to restore deleted data by clicking the **Restore** link (Fig. 15).

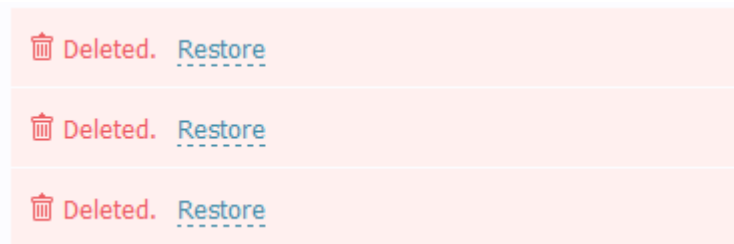


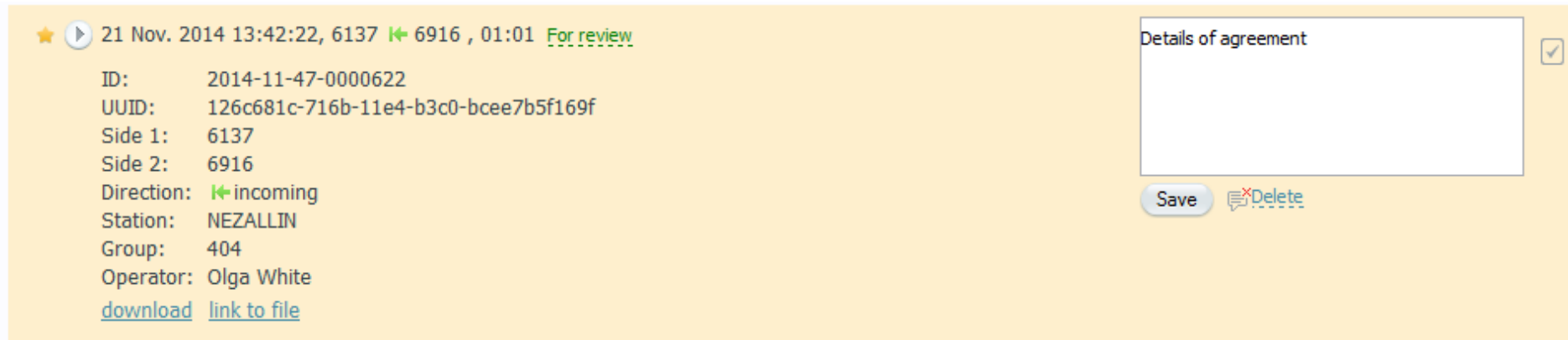
Figure 15: Deleted Recordings



Once you made a new search or changed an active tab, you will not be able to restore the deleted recordings.

2.6.3 Viewing Recording Info

To view the recording info, click its title in the recording list. The list item will be expanded (pic. 16).



★ 21 Nov. 2014 13:42:22, 6137 ← 6916 , 01:01 [For review](#)

ID: 2014-11-47-0000622
UUID: 126c681c-716b-11e4-b3c0-bcee7b5f169f
Side 1: 6137
Side 2: 6916
Direction: ← incoming
Station: NEZALLIN
Group: 404
Operator: Olga White
[download](#) [link to file](#)

Details of agreement

Save Delete

Figure 16: Recording Info

Recording info contains the following fields you are disallowed to edit:

- **ID.** Recording identifier.
- **UUID.** Universal unique identifier of recording.
- **Side 1.** Agent's phone number.
- **Side 2.** Client's phone number.
- **Direction.** Call direction (← – incoming call, → – outgoing call, **without direction** – direction was not detected).
- **Channel.** Identifier of channel the call was recorded through.



Channel field is displayed only for calls recorded from digital or analog lines using input/output devices. For VoIP calls, such information is not displayed.

- **Station.** Name of the computer used as the **Smart Logger II** recording station.
- **Group.** Group name the agent belongs to.

- **Operator.** Name of agent that handled the call.

Note that list of fields may differ from those described above, depending on relative data filled in for the recording.

You can quickly add some fields to search query. To perform this, point to the field and click **+**.

If you want to download the sound file, click [download](#) .

Click [link to file](#) to get file by the link. As a result, the recording will be played back in your browser’s embedded player (if your browser supports this) or it will be saved as a file, just like when you click the [download](#) link.

2.6.4 Playback

To play back the recording, click **▶** button to the left of the recording title. Recordings that have been ever played back are marked with **🔊** in the list.

To display oscillogram of speech signal, including labels and speech layers, click **Show oscillogram**. Example is presented on Figure 17.

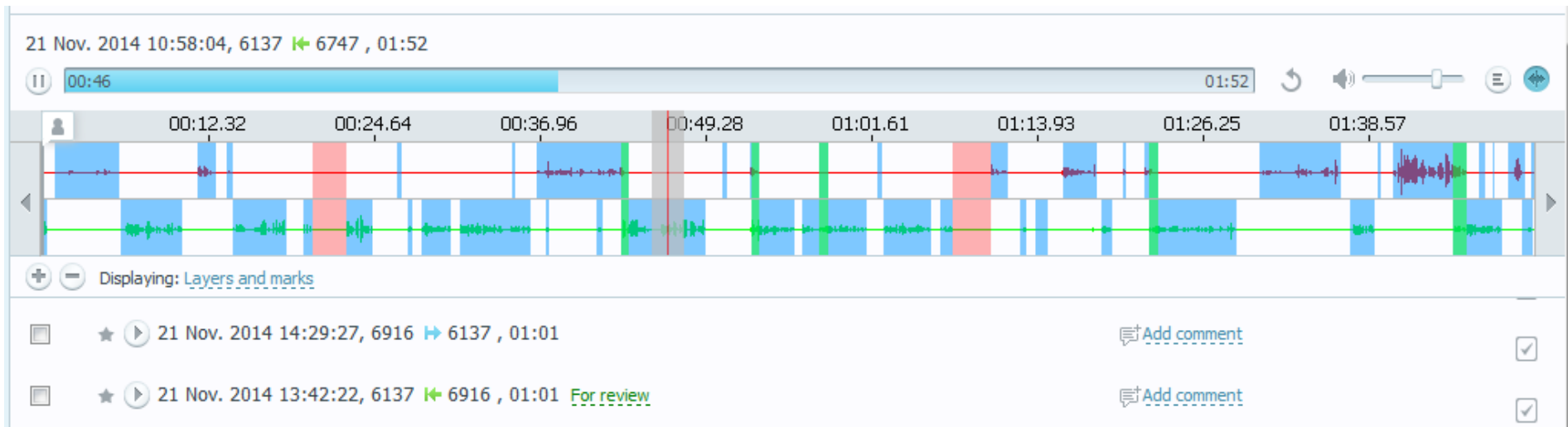





Figure 17: Player

At the top of the player, you can see the title of the recording being played back.

Use the  **Play/Pause** button to start/pause playback.

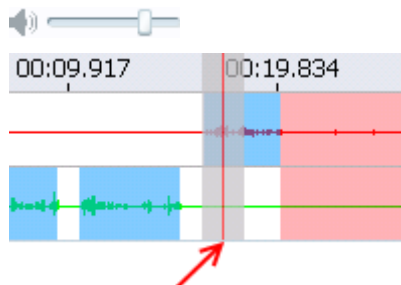
Point to  in order to view info about external caller and agent that was handled the call.

A progress indicator is an active field. Click it if you want to resume listening from another moment. At the left, you can see current position in the recording being played. At the right, you can see complete duration of the recording.

To listen the recording once again, click the  **Replay** button.

To the top of oscillogram, you can see the time scale.

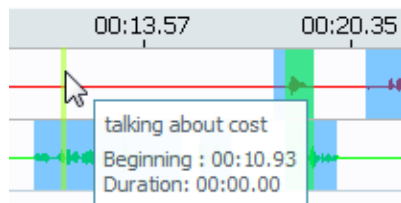
Use the  **Zoom in** and  **Zoom out** buttons to rescale the oscillogram.



Use this slider to adjust the volume (drag to the right to make it louder, drag to the left to make it quieter).

The red vertical line, which is moving while a recording is being played back, locates the current moment of playback.

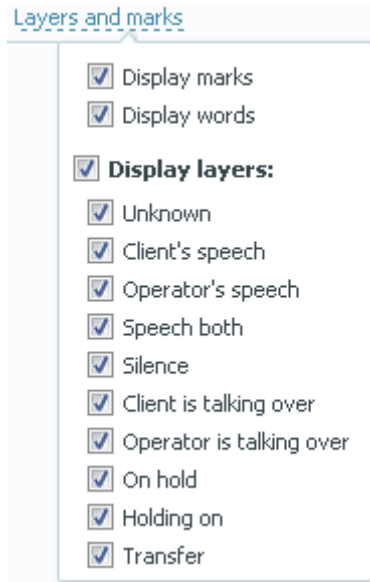
Click the oscillogram area to listen the recording from the corresponding moment.



You may see additional marks on the oscillogram in the following cases:

- if you or another user added custom marks to the recording via the **Smart Logger II** desktop application
- if some keywords were automatically found in the recording by the **ASR WS Engine** software module

Point to the mark if you want to view the label text or the keyword.



To show or hide layers and marks, click **Displaying: Layers and marks** (Fig. 17).

Select **Display marks** to display marks that were added by the **Smart Logger II** application user.

The **Display words** option is used only for clustered recordings.

You can manage displaying the following layers:

- **Unknown.** Speech activity of unknown origin
- **Client's speech.** Speech activity of client
- **Operator's speech.** Speech activity of agent
- **Speech both.** Simultaneous speech in both channels
- **Silence.** No speech in both channels
- **Client is talking over.** Fragments of conversation when client is talking over
- **Operator is talking over.** Fragments of conversation when agent is talking over
- **On hold.** Call in the *hold* mode
- **Holding on.** Moments when agent put the call on hold
- **Transfer.** Moments when agent transferred call to another agent


To show or hide all layers, click **Display layers**.

Use navigation buttons to move from one part of timescale to another.

These buttons are active on oscillogram with expanded scale only (see  **Zoom in**).



2.6.5 Viewing Transcription

If the recording was processed with full-text speech recognizer, it is marked with  icon in the list. Click this icon to view full-text transcription of the conversation.

2.6.6 Comments

To add a comment to the recording, click **Add comment** in the list (Fig. 18).

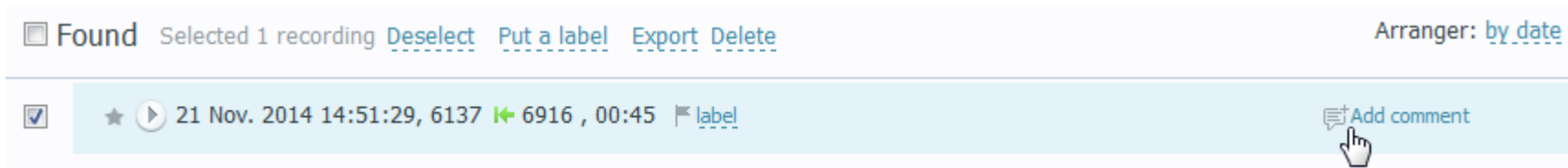


Figure 18: Add Comment Hyperlink

The recording info will be expanded. Type a comment in the text box at the right (Fig. 19). Next, click the **Save** button or press **Ctrl+Enter**.



Figure 19: Entering Comment

In the recording list, you will see the comment you saved (рис. 20).



Figure 20: Recording with Comment


To delete the comment, click **Delete** (see Fig. 19).

2.6.7 Complex Recordings

In the recording list, you may see both single recordings and so called complex recordings that consist of more than one recording in fact.

Complex calls are usually recorded in the following scenarios:

- when agents puts a call on a hold
- when agent transfers a call to someone else

In the recording lists, complex recordings are labeled with . Click it to expand a list of single recordings the complex recording consists of (Fig. 21, 22).

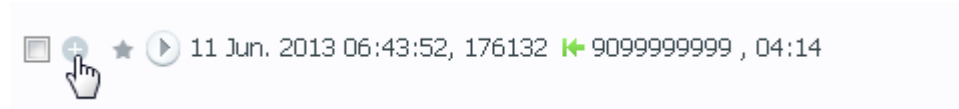


Figure 21: Expanding Complex Call

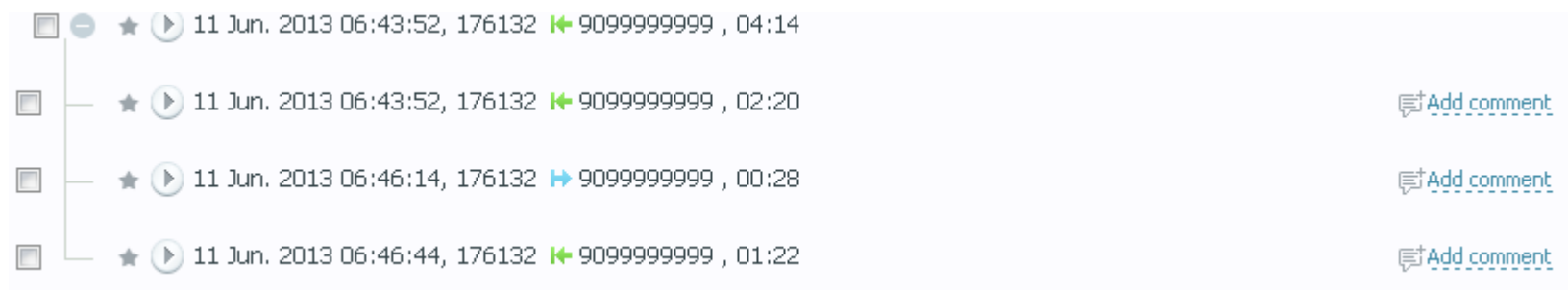


Figure 22: Components of Complex Call

Call info shown on the complex recording title (date and time, callers, direction) corresponds to such info of the first single recording that is a part of complex one. Duration of complex call is a time period passed from the first call was answered till the last call was terminated.

Adding a comment directly to complex call is unavailable (you should comment a part of complex recording instead).

When labeling a complex recording with color, each part of recording will be labeled as a result.


When labeling a part of complex call as important (see  icon), entire complex call will be labeled as a result.



When searching by numerical parameters of speech, complex call properties are examined. For the rest of parameters, single call properties are examined. If a part of complex call has been found, the corresponding complex recording will be included into the search result.

For example, if you search for calls with less than 30 s duration (that is numerical parameter), the search will return single calls with less than 30 s duration, as well as complex calls with total duration (of each complex call) less than 30 s.

If you search for calls from a person with 3333 phone number, the search will return single calls with 3333 phone number, as well as complex calls whose part (at least one) is a single call with 3333 phone number.

While playing back a complex call, you can see “bounds” of its parts as  labels on oscillogram (Fig. 23). Point to such label if you want to view info on single call starting from this position (agent name and phone numbers).

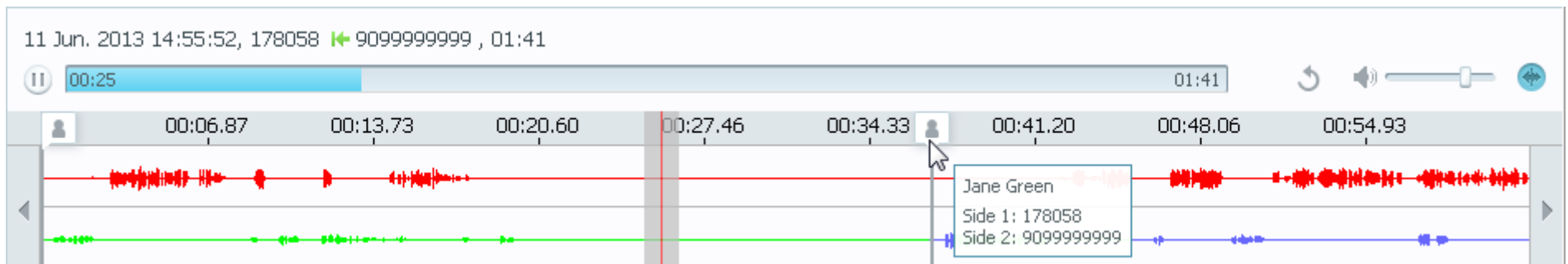


Figure 23: Oscillogram of Complex Call

Color of speech activity diagram refers to calling side. For example, Figure 23 shows call with agent speech indicated green, client speech indicated red and second agent (the call was transferred to) speech indicated violet.

2.7 Dashboard Tab

2.7.1 Interface Overview

The **Dashboard** tab is intended for viewing statistics on calls and some additional data. You can view this on so called *gadgets*, i.e. small software components displayed on a web page.

On Figure 24, you can see the **Dashboard** tab with three gadgets.

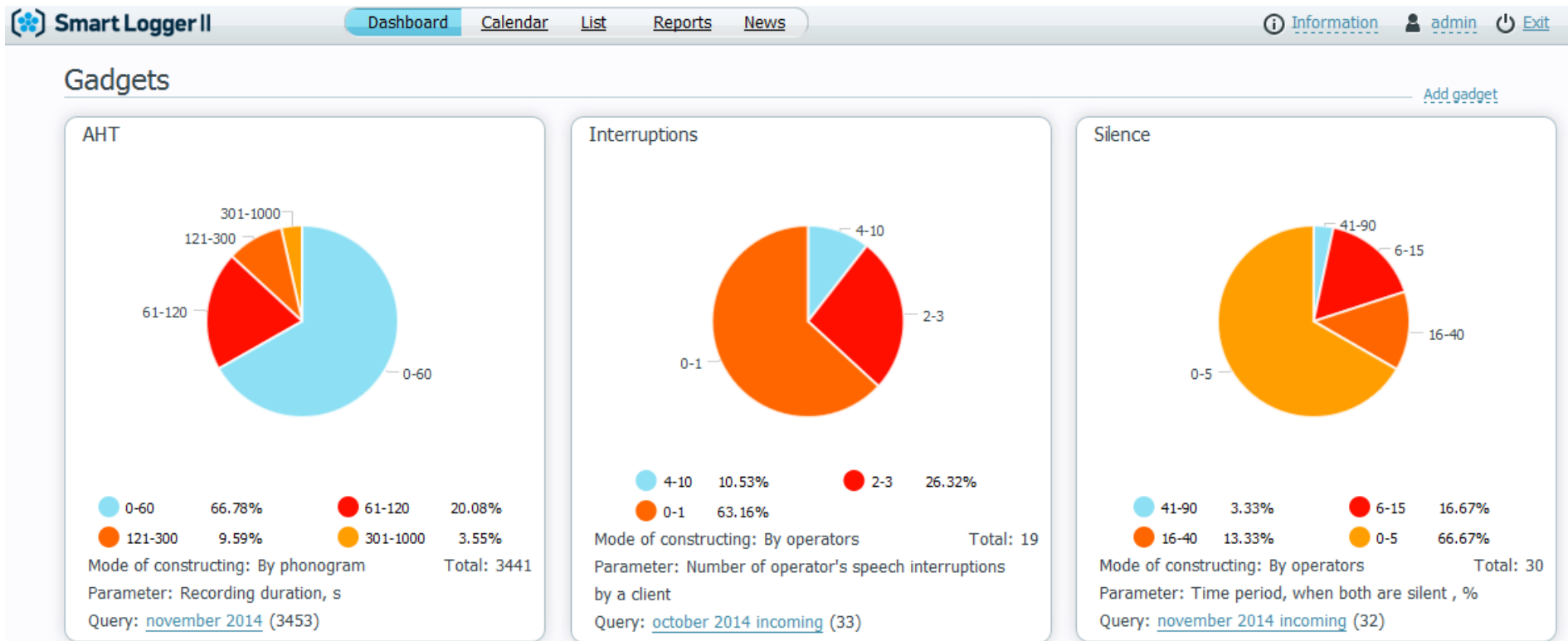


Figure 24: Gadgets on Dashboard Tab

You can change the location of a gadget by dragging. Note that horizontally there can be no more than three gadgets on a page.

To minimize a gadget, point to its title and click **—** at the top-right corner. Minimized gadgets are shown on Figure 25.

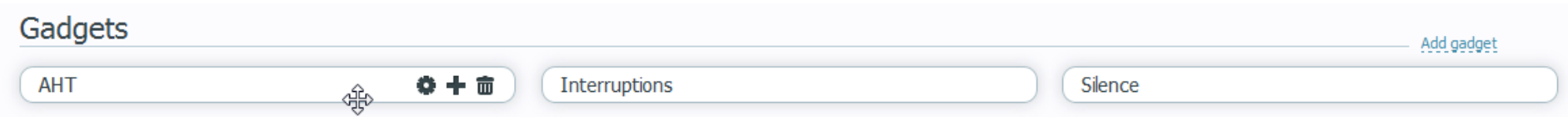
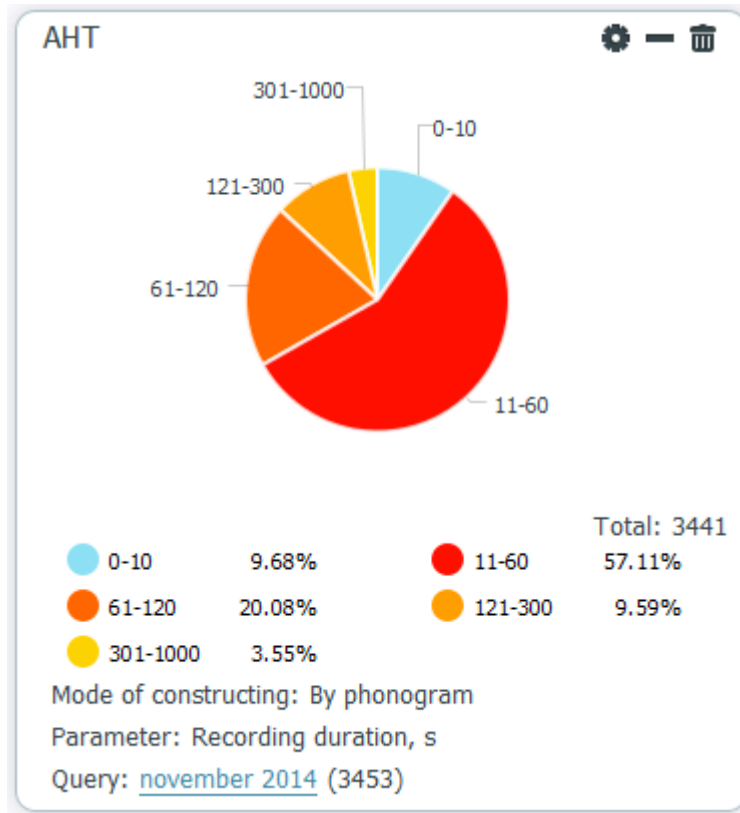


Figure 25: Minimized Gadgets

To restore down a gadget size, point to its title and click **+** at the top-right corner.

2.7.2 Displaying Modes

A gadget is usually displayed in diagram mode (Figure 26, a). This mode allows you to analyze statistics on calls. Setting mode (Figure 26, b) allows you to select data you want to display on a gadget.



a) diagram mode

Title: AHT

Query: november 2014
For example: month incoming.

Mode of constructing: By phonogram
In this mode, the list objects and diagrams corresponds to different recordings.

Parameter: Recording duration, s


Intervals: 0-10 11-60 61-120 121-300 301-1000
Enter parameter's intervals separated by whitespace. For example: 1.5-2.3 7-8.

Apply Cancel

b) setting mode

Figure 26: Displaying Modes

In order to switch to setting mode, point to gadget title and click  at the top-right corner.

In order to switch to diagram mode, point to gadget title and click  at the top-right corner.

2.7.3 Managing Gadgets

If no gadgets are displayed on the **Dashboard** tab, first of all you should add and configure them (see Sections [2.7.6](#), [2.7.7](#)). These modifications are applied on all web clients connected to the same database.



To add, delete and configure gadgets, the **Administrator** access right is required.

A user with the **Administrator** access right can do the following:

- manage view and move a gadget (see Sections [2.7.1](#), [2.7.2](#))
- configure settings of a gadget (see Section [2.7.7](#))
- delete a gadget (see Section [2.7.8](#))

For additional info on access rights, refer to Section [2.9](#).

2.7.4 Understanding Diagrams

Components of gadget are shown on Figure 27.

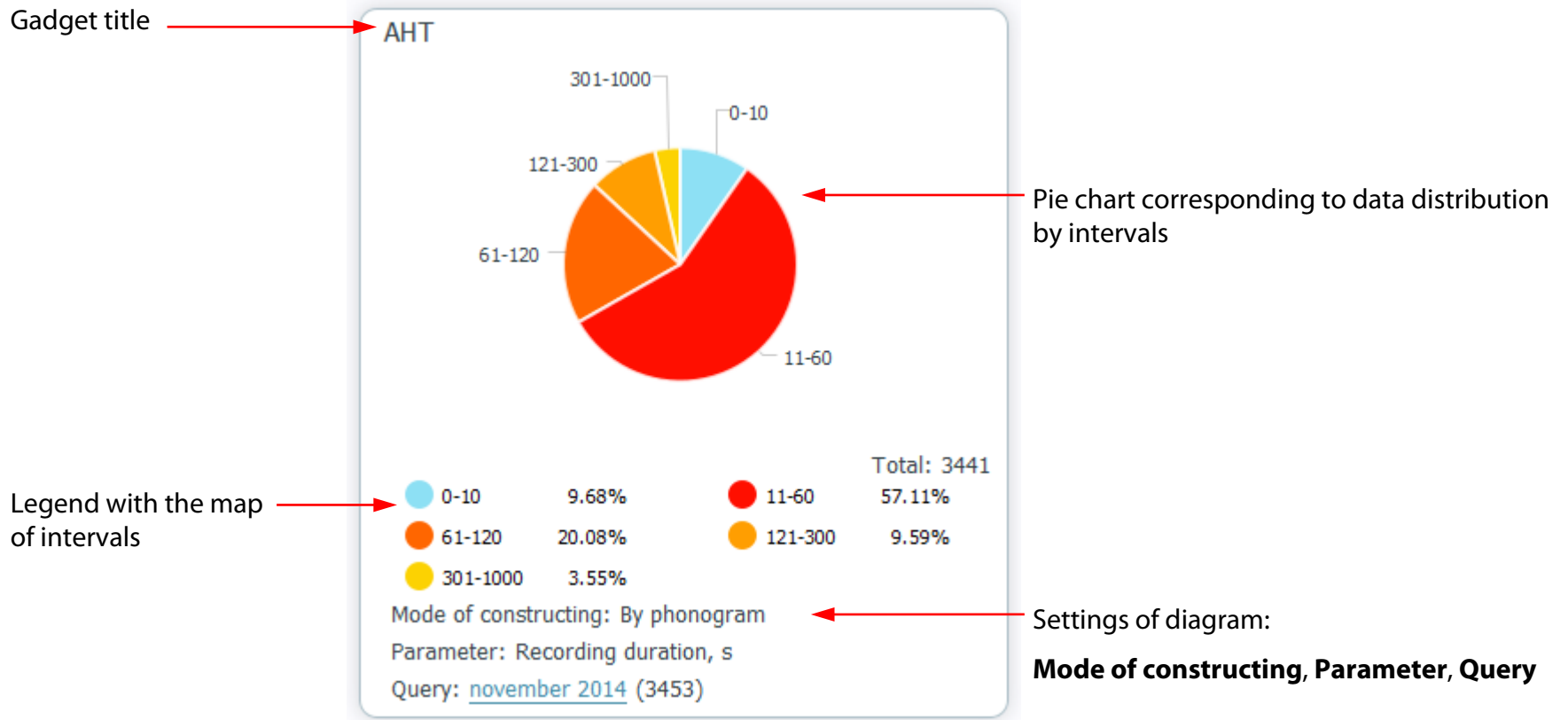


Figure 27: Gadget in Diagram Mode

Pie chart shows entities (recordings or agents) with different values of selected parameter (the **Parameter** field at the bottom of the gadget). For example, chart on Figure 27 shows quantitative proportions of recordings depending on the duration parameter.

Pie chart shows data returned by the query displayed at the bottom (the **Query** field). On Figure 27, chart is built using results of query returned all calls recorded on November, 2014. In addition, you can view a list of recordings returned by the query. To do so, just click the link at the bottom. The **List** tab filled with the recordings will be opened.

Mode of constructing affects the way you should understand data presented on the pie chart. There are two modes of constructing: **By phonogram** (i.e. by a call) and **By operator** (i.e. by an agent). For in-depth information on these modes, refer to Section [2.7.5](#).

Each sector of pie chart corresponds to the interval the statistics is constructed by. You can see intervals on callouts around a pie, as well as on the legend area. Square of a sector shows a proportion of data with the parameter value included into interval compared to all data returned by the query.

For example, on Figures 27 and 28, data is divided by 5 intervals: calls with duration from 0 to 10 seconds, from 11 to 60 seconds, from 61 to 120 seconds and so on. As you see on the figures, the most of calls have duration from 11 to 60 seconds. Such calls amount 57.11 % of the total number of calls (total for all intervals).

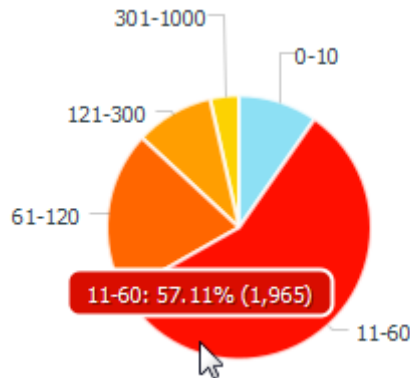


Figure 28: Tooltip on Interval

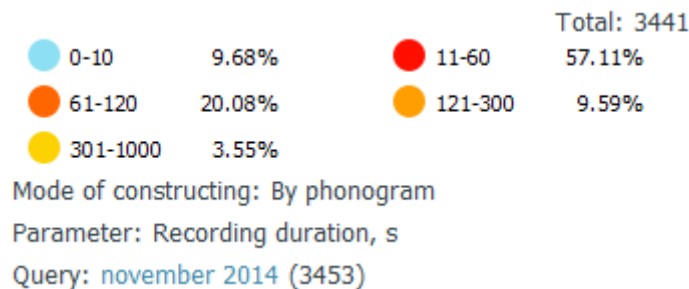


Figure 29: Number of Calls

Point to a sector to view info on interval as a tooltip: bounds, amount of data in percents and number of calls or agents (Fig. 28).

If some entities (calls or agents) are not included to neither of selected intervals, these entities will not be presented on the chart. As a result, the number of calls returned by a query (see text in parentheses in the **Query** field) may differ from the number of calls displayed on the chart (see **Total**).

For example, on Figure 29:

- 3453 calls were returned by the query
- 3441 calls are displayed on the chart, because the rest were not included into the intervals by its duration parameter

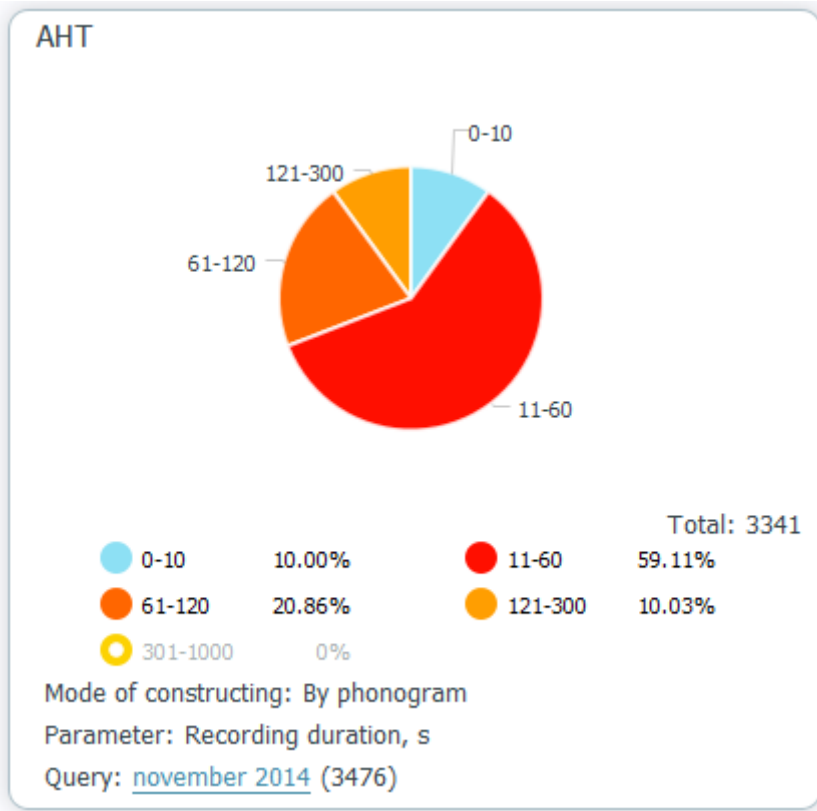
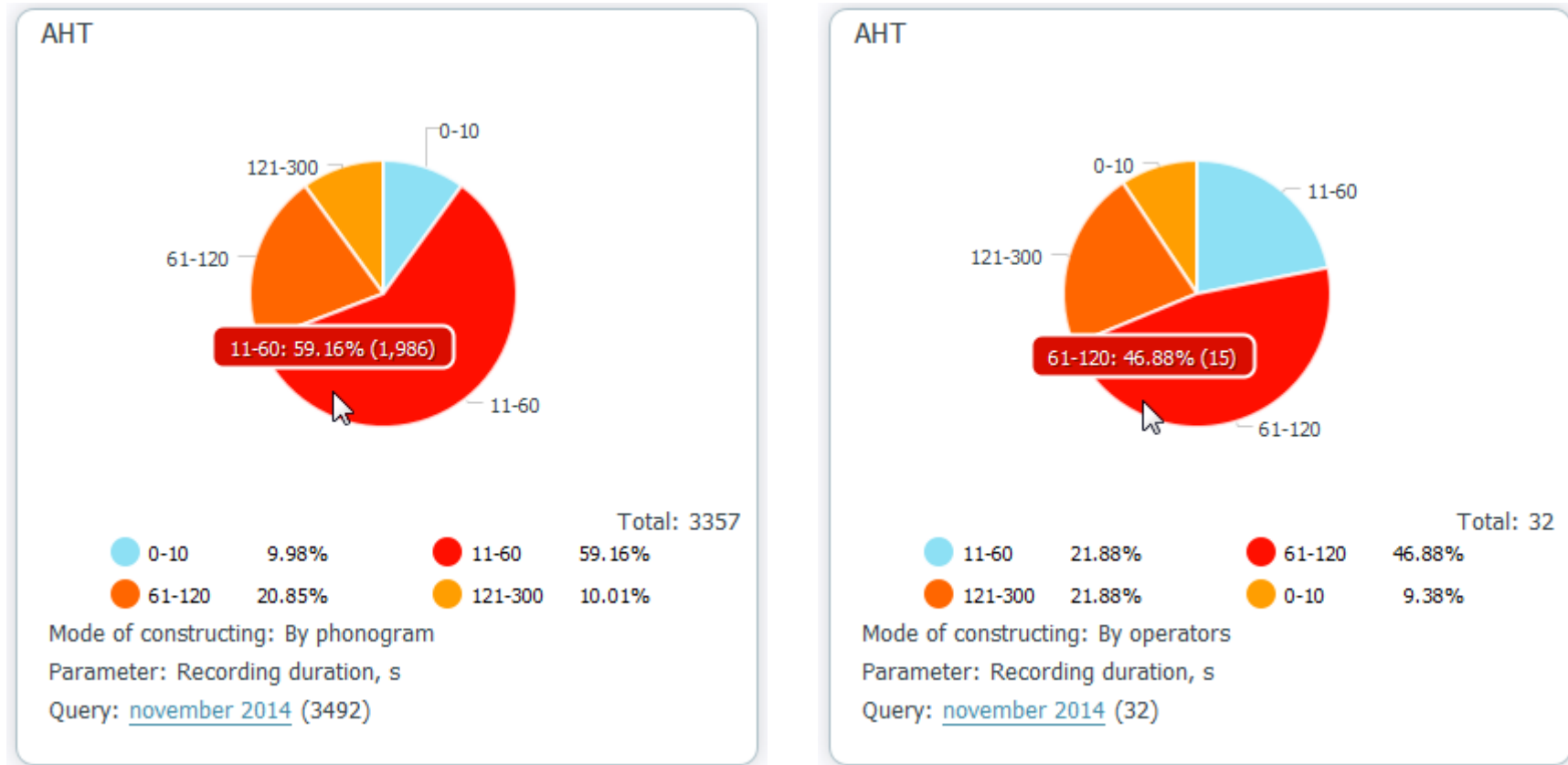


Figure 30: Excluding Intervals

The legend shows colors of each interval and amount of data included into intervals (percentage). To exclude particular interval from the chart, click the color circle in the legend. Appearance of the circle will be changed, it will look like a ring (Fig. 30). The chart will be rebuilt and updated according to new settings. The calls from interval that was excluded are not displayed on the updated chart.

2.7.5 Modes of Diagram Construction

Gadgets constructed in different modes (with other settings being equal) are shown on Figure 31.



a) construction by call

b) construction by agent

Figure 31: Difference between Construction Modes

Constructed by a call, a chart represents proportion between exact parameters of calls. Number of calls included into interval is represented as a pie sector. Square of this sector corresponds to number of calls included into interval compared to total number of calls returned by the query. Thus, on Figure 31 (a), 3357 calls are distributed by 5 intervals depending on call duration. The most of calls (1,986) has duration from 11 to 60 seconds.

Constructed by an agent, a chart represents proportion between average parameters of calls handled by agents. When calculating statistics, query results are grouped by agents first. Next, average parameter value is calculated for each agent. One sector corresponds to particular number of agents. Thus, on Figure 31 (b), all calls returned by the query are divided into 32 groups – one group per agent. Among each group, average duration of call is calculated. As a result, the pie shows the most of agents (15) that handled a call from 61 to 120 seconds on average.

2.7.6 Adding Gadget

To add a gadget on the page, click the **Add gadget** link at the top-right corner.

Next, click **Gadget of quantitative parameters** (Fig. 32).

You will see a new gadget in setting mode with default or empty settings. Follow the instructions on Section [2.7.7](#) to configure the gadget.

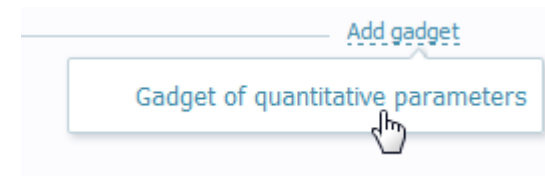



Figure 32: Adding a Gadget

2.7.7 Configuring Gadget

To change parameters of the gadget, you should switch it into setting mode (if the gadget is displayed in diagram mode). To do so, point to the gadget title and click  at the top-right corner.

Gadget in setting mode is shown on Figure 33. Fill in boxes, as detailed below. You may also follow small tips displayed below the boxes.

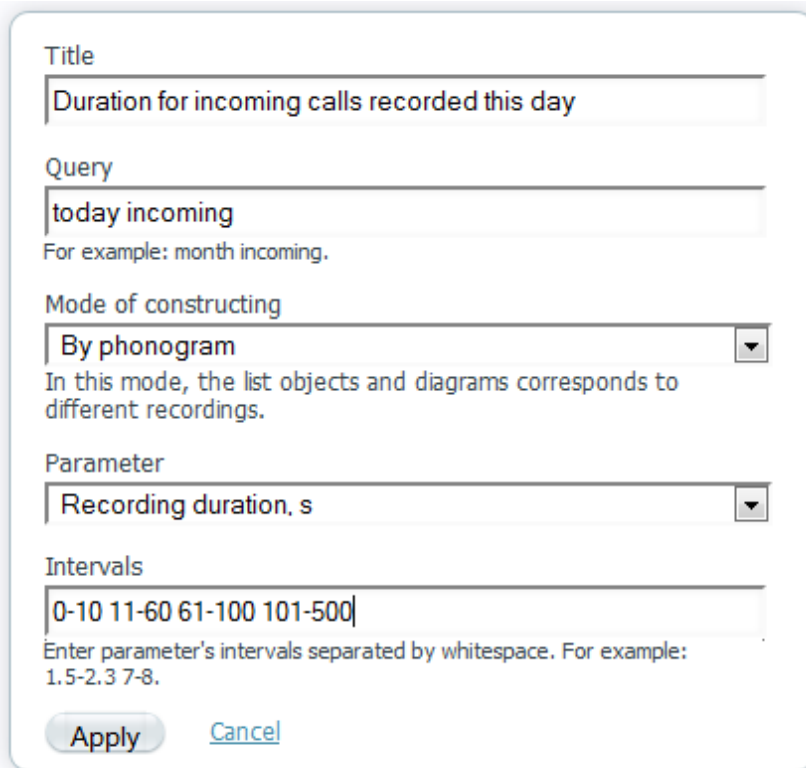


Figure 33: Gadget Settings

Title

A title you will see at the top of the gadget.

Query

A query to search for recordings the statistics will be referred to.

Type a query using the instructions on Section [3](#).

Mode of constructing

Mode of grouping data while calculating statistics (see Section [2.7.5](#) for details):

By phonogram: exact parameters of calls are displayed on gadget. In this mode, each pie sector corresponds to number of calls.

By operators: average parameters for agent calls are displayed on gadget. In this mode, each pie sector corresponds to number of agents.

Parameter

A call parameter the statistic is calculated for. Here is a list of available parameters:

- **Recording duration, s:** duration of a call in seconds

- **Client's speech ratio, %:** client speech ratio compared to total call duration
- **Operator's speech ratio, %:** agent speech ratio compared to total call duration
- **Ratio of the operator's speech duration to the client's speech duration:** agent speech ratio compared to client speech duration
- **Time period, when both are silent, %:** percentage of conversation fragment when no one is talking
- **Time period, when both are talking simultaneously, %:** percentage of conversation fragment when speakers are talking simultaneously
- **Number of operator's speech interruptions by a client:** how many times agent was interrupted by client
- **Number of client's speech interruptions by an operator:** how many times client was interrupted by agent
- **Time to picking up the phone, s:** period of time passed from first ring to pick up the phone (in seconds)
- **Number of holds:** how many times agent put a call on a hold
- **Number of transfers:** how many times agent transferred a call to another person

Intervals

Intervals of parameter values that should be displayed on a diagram. The number of intervals equals to the number of sectors to divide the pie to. To specify an interval, type its lower and upper bounds separated with a hyphen. Then put white space before the next interval. When entering intervals, take the following into consideration:

- You must specify at least 2 intervals, but no more than 15.
- Bounds of interval are included into interval. For example, a call with 10 s duration is included into interval **10-20**.
- Upper bound of interval must exceed or be equal to lower bound. For example, **10-9** is incorrect interval, while **10-10** is correct one.
- Make sure each interval does not overlap any other. For example, **0-10 10-20** is incorrect construct. You should change it to **0-10 11-20**.

- Notice such thing as measuring units of parameter. E.g., for the **Client's speech ratio** parameter, such intervals as **0-50 51-100** are allowed. For the **Number of transfers** parameter, such intervals as **0-0 1-2 3-4** are allowed, etc.

To save gadget settings, click **Apply**. To cancel and restore previous ones, click **Cancel**. As a result, gadget will be switched to diagram mode. If you applied changes, it may take several seconds to update the pie chart.

2.7.8 Deleting Gadget

To delete gadget, point to its title and click  at the top.



You will not be able to restore gadget after it has been deleted.

2.8 Reports Tab

2.8.1 Interface Overview

Reports tab is intended for creating reports based on data stored in the **Smart Logger II** system.

Reports tab contains list of reports to create, panel for setting report parameters and main area for the report content. After creating a report, you can export it to **PDF**, **Excel Workbook** and **Word Document**.

2.8.2 Groups and Types of Reports

▾ Calls
Conversation data
Conversation duration
Detailed conversation data
Repeat calls
▾ Access rights
Resource access rights
Resource access rights history
User access rights
User access rights history
▸ QM
▸ Manual score cards
▾ Users
User list

Reports are divided into the following groups:

- **Calls:** general reports on phone conversations
- **Access rights:** reports on user privileges, rights on system resources and history of access right modifications
- **QM:** reports on quality assessment results provided with the **QM Analyzer** software module
- **Manual score cards:** reports on quality assessment results provided with the **Advanced Score Cards** software module
- **Users:** reports on the current state of **Smart Logger II** users

Information on each report type is detailed below.



Set of reports available in the web application depends on the current user access rights, as well as software modules installed in the system. If the current user has no rights on any report group, the **Reports** tab is not displayed at all.

Type	Description	Report parameters (filters)
Calls group		
Calls by Regions	<p>Call distribution on countries and administrative regions.</p> <p>This report allows you to analyze how many calls accepted from or addressed to another countries and administrative regions.</p> <p>The report is based on all recordings stored in the system.</p>	–
Conversation data	<p>Basic information on recorded calls for each agent (average holding time, silence percentage, client-to-agent speech rate, etc.).</p>	Period of recording, agents, groups, departments, locations
Conversation duration	<p>Statistics on conversations ranged by the holding time (call duration). When creating this report, you can adjust criterions the calls will be classified into short, medium or long conversations.</p>	Period of recording, agents, groups, departments, locations
Detailed conversation data	<p>This report is similar to the Conversation data report , but it includes some additional information (call date and time, client phone number, keywords).</p>	Period of recording, agents, groups, departments, locations
Repeat calls	<p>Statistics allow you to analyze First Call Resolution (FCR) indicator. This report shows how many client requests were not resolved for the first time and affect the repeated calls.</p>	Period of recording
Access rights group		
Resource access rights	<p>Current state of access rights on resources (channels, agents, groups and departments)</p>	Resources
Resource access rights history	<p>History of access rights on resources (channels, agents, groups and departments)</p>	Resources, period of inspection

Type	Description	Report parameters (filters)
User access rights	Current state of user access rights (general rights and rights on resources)	User accounts
User access rights history	History of user access rights (general rights and rights on resources)	User accounts, period of inspection
QM group		
Agent KPI (daily)	Agent ratings for each day from reporting period	Period of recording, locations, templates
Call results	Total call ratings for task(s)	Task
Detailed report by templates	Agent ratings (for each parameter and total ratings)	Period of recording, locations, templates, agent groups
Detailed summary by templates	Call ratings with detailed data on recordings (including parameter ratings, parameter group ratings and total ratings)	Period of recording, locations, templates, agent groups and departments
Summary by templates	Agent ratings based on total scores	Period of recording, locations, templates, agent groups
Task date scores (daily)	Average ratings of locations for each day from reporting period	Period of recording, locations, templates, parameter group
Task rating by a template (daily)	Average ratings of locations for each day from reporting period	Период выборки, площадки, Period of recording, locations, template
Manual score cards		
Average agent rating (over a period)	General information on average agent ratings (not filtered by tasks and templates)	Agent department, period of recording

Type	Description	Report parameters (filters)
Average operator rating (over a period)	Agent ratings grouped by blocks	Agent department, score card template, period of recording
Average rating of template parameter sets (over a period)	Ratings for questions grouped by blocks	Agent department, score card template, period of recording
Customer call-down statistics (over a period)	Information on clients the agents called to during a period	Agent department, period of recording
Detailed average agent rating (over a period)	Agent ratings grouped by departments with detailed scores for questions and blocks	Agent department, score card template, period of recording
Score card	Report on particular score card	Score card template, job, schedule, supervisor, score card ID
Supervisor report (over a period)	List of tasks fulfilled by supervisors for a period	Reporting period
Task schedule (over a period)	Information on jobs scheduled for a period	Reporting period
Users		
User list	Current activity of users (status, access rights, roles, last login time, etc.)	User statuses (online only or all users)

2.9 Access Rights

Depending on rights and resources assigned to user account, some of interface elements may be unavailable in the web application. In the table below, you can see the rights regulating access to the **Smart Logger II Web** interface. To assign user rights, you should use the **Smart Logger II** desktop application.

Right	Type	Available features and GUI elements
Show Calls report	General	The Calls group on the Reports tab
Show Privileges report	General	The Access rights group on the Reports tab
Show Score cards reports	General	The Manual score cards group on the Reports tab
Show Users reports	General	The Users group on the Reports tab
Access to thematization	General	Thematic clustering (on the Thematization tab), as well as removing themes assigned to recordings as a result of clustering
Administrator	General	Access to all features and resources. Note that to add, configure and delete gadgets (see Dashboard), you have to be granted with this right.
Playback audio and video recordings	Rights on resources	Playing back recordings
Label modification	Rights on resources	Adding, editing and deleting comments on recordings, as well as setting and clearing 🌟 mark (important call label)
Delete recording	Rights on resources	Deleting recordings
Export recordings	Rights on resources	Export recordings and call info
Change label color	Rights on resources	Marking recordings with color labels (Processed, For review , etc.)


Restrictions on resources by weekdays and time period are not applicable to **Smart Logger II Web**.




For information on user management, refer to *Smart Logger II Multichannel Call Recording and Monitoring System Administrator Guide*.

3 Search for Recordings

3.1 Typing Query

To search for recordings, just type a query into the **Search** box (Fig. 34), then click **Search** or press **Enter**. To clear the box, click the  button at the right side.

Below the **Search** box, you can see how many recordings were found, as well as example of query. A new example appears each time you refresh the page. Point to  icon to view the query executed for the last time.

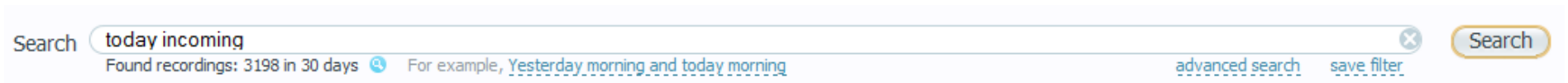


Figure 34: Query String

3.2 General Rules

When typing your queries, please consider the following:

- Query language is not case sensitive.
- We recommend you to specify date (year, day, month) in your query explicitly. Otherwise, query is executed for current month with ability to move from one month to another.
- If you are going to search for recordings in more than one time interval of different days or months, separate the intervals with a comma.

Hereinafter, the Guide contains notes about form of values to type in query: numerical form or lexical form (if significant). Here are some values in numerical form: **2012, 01**. Here are some values in lexical form: **September, side1**.

3.3 Examples of Queries

Query	Search results	See also
1 November	Calls recorded on November 1, this year	3.5
November Morning	Calls recorded on November, this year from 6 a.m. to 12 a.m.	3.5
Today 15:00 - 16:30	Calls recorded today from 3 p.m. to 4:30 p.m.	3.5
Monday - Wednesday	Calls recorded from Monday to Wednesday, this week	3.5
January - July	Calls recorded from January to July, this year	3.5
January 2012 - July 2014	Calls recorded from January, 2012 to July, 2014	3.5
25/11/2014 15 – 16 (for English UK language) ¹	Calls recorded on November 25, 2014 from 3 p.m. to 4 p.m.	3.5
11/25/2014 15 – 16 (for English US language)		
25/11/2012 15:00 – 26/11/2012 16:00 (for English UK language)	Calls recorded from 3 p.m. on November 25 to 4 p.m. on November 26, 2012	3.5
11/25/2012 15:00 – 11/26/2012 16:00 (for English US language)		
(1-4 18) February 2012 (15-16)	Calls recorded from February 1 to February 4, as well as February 18, 2012 from 3 p.m. to 4 p.m.	3.5
(1-4 18) February 2012 (15-16), 1 December 2013	Calls recorded from February 1 to February 4, as well as February 18, 2012 from 3 p.m. to 4 p.m., as well as December 1, 2013	3.5
side1 (?777)	Calls handled by agents with four-digit phone numbers terminated with 777	3.10

¹ Note that syntax of date depends on selected interface language. If **English (UK)** is selected, you should type a date according to the <Day>/<Month>/<Year> pattern. If **English (US)** is selected, type a date according to the <Month>/<Day>/<Year> pattern

Query	Search results	See also
side2 (8909* 8911*)	Calls of clients whose phone numbers begin with 8909 or 8911	3.10
outgoing important	Outgoing calls marked as important	3.6 , 3.7
Yesterday processed	Calls with Processed label recorded yesterday	3.5 , 3.11
station "Station1"	Calls recorded on the station with the Station1 hostname	3.8
channels "1,2"	Calls recorded through channel 1 or 2	3.9
duration > 5	Calls with the duration of more than 5 minutes	3.12
contains (good morning)	Calls whose full-text transcriptions contain phrase "good morning"	3.13
order urgent*	Calls whose relative data contains word "order" and word beginning with "urgent"	3.4
7777 "5000 6000"	Calls whose relative data contains numbers 7777 and 5000 or 7777 and 6000	3.4



It is preferred to use the **side1** and **side2** keywords to search by phone numbers instead of simple full-text search.

3.4 Full-Text Search

Full-text search allows you to find calls by text fragments through the following properties:

- Internal caller number
- External caller number
- Agent name
- Agent group
- Agent department
- Theme of conversation
- Keywords
- Comments

When typing a query in lexical form, white spaces mean the logical AND. In order to search using the logical OR, put two parameters separated with white space into quotes. For example, type **Ian Jane "George Alex"** to search by words **Ian** and **Jane**, as well as **George** or **Alex**.

To search for words by its fragments, use * wildcard after the fragment you want to find. For example, query **777*** will return the recordings whose relative data contains numerical or lexical constructions beginning with **777**. As a result, such query may return calls from client with phone number **77712345**.



4-digit numbers in closed interval [*<Year>*-5; *<Year>*] are considered as year numbers (where *<Year>* stands for the current year). Numbers not included to this interval are considered as phone numbers.

To search by phone numbers from interval [*<Year>*-5; *<Year>*], put the number into quotes.

Here are some examples:

- type **2012** to search for calls recorded in 2012
- type **"2012"** to search for calls from (or to) phone number **2012**
- type **2012*** to search for calls from (or to) phone numbers beginning with **2012**



Full-text search ignores all special characters except of _ (underscore). For example, the **Comm.ent** query returns calls with such comments as **Comm.ent**, **Comm,ent**, **Comm"ent**, etc.

3.5 Search by Date and Time

3.5.1 Search Using Keywords

To search by date use the following keywords:

- **Today**: searching for calls recorded this day.
- **Yesterday**: searching for calls recorded previous day.

- **Week:** search for calls recorded this week.
- **Monday:** search for calls recorded on Monday this week. Similarly, you can search by other weekdays.
- **Month:** search for calls recorded in this month.
- **January:** search for calls recorded on January this year. Similarly, you can search by other months.

To search by daytime, use the following keywords:

- **Night:** search for calls recorded from 12 p.m. to 6 a.m.
- **Morning:** search for calls recorded from 6 a.m. to 12 a.m.
- **Day:** search for calls recorded from 12 a.m. to 6 p.m.
- **Evening:** search for calls recorded from 6 p.m. to 12 p.m.

You can add to query an hour in lexical form, e.g. **Morning 9**.

In addition to daytime, you should specify day, week, month or year.

To search in interval (for example, search for calls recorded from Monday to Wednesday this week), use a hyphen as separator (**Monday - Wednesday**).

3.5.2 Day/Month/Year Pattern

Use this pattern to search for calls by recording date. There are two variations of this pattern, depending on selected interface language: `<Day>/<Month>/<Year>` for English UK language and `<Month>/<Day>/<Year>` for English US language. Parameters in this pattern are separated with a slash.

`<Day>` stands for a day of month and must be specified in numerical form. You can type first 9 days of month in two ways, e.g. **1** or **01**.

`<Month>` stands for sequence number of month in a year and must be specified in numerical form. You can type first 9 months in two ways, e.g. **4** or **04** for April.

`<Year>` stands for a year and must be specified in numerical form. You can type this in two ways: full number, e.g. **2012**, as well as just two ending digits, e.g. **12**.

3.5.3 Day Month Year Pattern

Use this pattern to search for calls by recording date. Parameters in this pattern are separated with white spaces: *<Day>* *<Month>* *<Year>*.

<Day> stands for a day of month and must be specified in numerical form. You can type first 9 days of month in two ways, e.g. **1** or **01**.

<Month> stands for month name and must be specified in lexical form, e.g. **April**.

<Year> stands for a year and must be specified in numerical form. You must type full year number, e.g. **2012**, short form is disallowed.

3.5.4 Search by Period of Dates

To search by period of dates, type days in parentheses (in case of more than one interval) and separate them with white spaces or hyphens.

Another way is to use patterns **from** *<Day1>* **to** *<Day2>*, **since** *<Day1>* **till** *<Day2>* and so on. In addition, you can use a comma or **AND** linking word as separators when typing days or common time intervals. Here are some examples:

- **(02 04-06 08) April 2012** returns calls recorded on April 2, 4, 5, 6 and 8, 2012
- **1/04/2012 – 4/04/2012** return calls recorded on April from 1 to 4, 2012

Separate intervals with commas, for example, type **1/04/2012, 3/04/2012** to search for calls recorded on April 1, 2012, as well as calls recorded on April 3, 2012.

3.5.5 Hour:Minute Pattern

Use this pattern to search for calls by recording time. Parameters in this pattern are separated with a colon: *<Hour>*:*<Minute>*.

<Hour> stands for an hour and must be specified in numerical form (number from **00** to **24**). You can type first 9 hours in two ways, e.g. **4** or **04**. Such queries as **4 p.m.** are disallowed (for this example, please type **16** instead).

<Minute> stands for minute and must be specified in numerical form (number from **00** to **60**).

3.5.6 Search by Period of Time

To search by period of time, type hours in parentheses (in case of more than one interval) and separate them with white spaces or hyphens. In addition, you can use a comma or **AND** linking word as separators when typing days or common time intervals. Here are some examples:

- **12-14** returns calls recorded from 12 a.m. to 2 p.m.
- **12:30-13:30** returns calls recorded from 12.30 a.m. to 1:30 a.m.
- **12:00 14 16-18 19:30-20:30** returns calls recorded at 12 a.m., at 2 p.m., from 4 p.m. to 6 p.m. and from 7:30 p.m. to 8.30 p.m.

Another way is to use patterns **from** <Hour1>:<Minute1> **to** <Hour2>:<Minute2> , **since** <Hour1>:<Minute1> **till** <Hour2>:<Minute2> and so on. For example, type **from 12:30 till 14:00** to search for calls recorded from 12:30 a.m. to 2 p.m.

You can combine date and time patterns when typing a query. In this case you should specify date parameters first.

To construct composite query, use the following characters: parentheses (), white space and hyphen.

Here is an example of composite query: **(01 03-05 07) April 2014 (10:30 11 12:45-13:00 14:50-15:30)**

3.6 Search by Call Direction

To search calls by direction, type one of the following parameters in lexical form:

- **incoming**: search for incoming calls (from client to agent)
- **outgoing**: search for outgoing calls (from agent to client)
- **without direction**: search for calls with no direction detected

For example, **Today incoming** query returns all incoming calls recorded this day.

3.7 Search for Important Calls

You can mark a recording as important. To search for recordings with/without this mark, type the following:

- **important:** search for recordings marked as important
- **unimportant:** search for recordings not marked as important

For example, **Today important** query returns all important calls recorded this day.

3.8 Search by Recording Stations

Search by recording stations using the **station** "*<Station name>*" or **stations** "*<Station name 1>, <Station name 2>*" patterns.

<Station name> stands for a name of **Smart Logger II** recording station.

For example, the **Today stations "My Station, Station 3"** query returns calls recording this day on stations with the **My Station** and **Station 3** names.

3.9 Search by Recording Channels

Search by recording channels using **channel** "*<Channel number>*" or **channels** "*<Channel number 1>, <Channel number 2>*" patterns.

<Channel number> stands for an identifier of recording channel.

For example, the **Today channels "3, 6"** query returns calls recorded this day through channels with numbers 3 and 6.

3.10 Search by Callers

Use the **side1** (*<number1> <number2>*) pattern to search for calls by internal caller (agent) number.

Use the **side2** (*<number1> <number2>*) pattern to search for calls by external caller (client) number.

Specify phone numbers separated by space in parentheses (no more than 5 numbers). When typing a number, use * character to substitute for any sequence of characters, as well as ? character to substitute for any single character.

Here are some examples:

- **incoming side1 (7654 ?777)** returns a list of calls to 7654 number and other four-digit numbers ending with 777.
- **incoming side2 (8909*5 8901*5)** returns a list of calls from numbers that beginning with 8909 or 8901 and ending with 5.

3.11 Search by Labels

You can label recordings depending on their state. To search by label, just type a name of desired label. There are several pre-defined labels in **Smart Logger II: To do, Pending, Processed, For review, Confirmed, Returned, Ready**.

If user creates a new label, the search is made in the same manner, by its name.

3.12 Search by Numerical Parameters

Use the *<Parameter> <Value>* pattern to search for calls by speech statistics and other numerical parameters. *<Parameter>* stands for parameter's name and *<Value>* stands for an exact value or interval, which contains parameter's value.



In addition, the web application provides you with the advanced graphical tool to search by numerical parameters (see Section [4.1](#)).

You can search audio recordings by the following parameters (default measurement unit is specified in parentheses):

- **duration:** call duration (minutes)
- **client speech ratio:** ratio of client speech duration compared to total speech duration (%)
- **agent speech ratio:** ratio of agent speech duration compared to total speech duration (%)
- **agent to client ratio:** ratio of agent speech duration compared to client speech duration (%)
- **silence ratio:** ratio of silence duration to total speech duration (%)
- **talk over ratio:** ratio of simultaneous speech duration to total speech duration (%)

- **client interrupted:** number of client speech interruptions by agent
- **agent interrupted:** number of agent speech interruptions by client
- **response time:** time to pick up the phone (seconds)
- **holds number:** how many times agent put a call on a hold
- **transfers number:** how many times agent transferred a call to another person
- **hold duration:** total duration of call being in hold mode (seconds)
- **day calls:** number of client calls during last day
- **week calls:** number of client calls during last week
- **month calls:** number of client calls during last month
- **silence duration:** total duration of silence (seconds)
- **agent speech duration:** total agent speech duration (seconds)
- **client speech duration:** total client speech duration (seconds)
- **max hold duration:** maximum duration of hold fragment (seconds)
- **max mute duration:** maximum duration of mute fragment (seconds)
- **mute duration:** total time on mute (seconds)
- **mutes number:** number of call mutes
- **max silence duration:** maximum duration of silence fragment (seconds)
- **max agent speech duration:** maximum duration of agent speech fragment (seconds)
- **max client speech duration:** maximum duration of client speech fragment (seconds)
- **queue duration:** duration of the client's stay in calls queue (seconds)

Specify the parameter's interval with the conditional operator and value (limit of interval). Use the following signs and words as the condition operators: from, >, to, <, equals, =, >=, <=.

The measurement unit can be typed after the parameter value. If the measurement unit is not specified, the default units will be used.

For example, **duration from 5** and **duration > 5 minutes** queries return the same result (audio recordings longer than 5 minutes). **Duration 5**, **duration equals 5**, **duration = 5** queries also return the same result (audio recordings with the exact duration of 5 minutes).

Use two conditional operators to specify two-limited interval. For example, to search recordings with duration from 5 to 6 minutes, use the query **duration from 5 to 6**.

3.13 Search in Transcription

Use the **contains** (<*Text fragment*>) pattern to search for calls by full-text transcription fragments. For example, **contains (good morning)** returns audio recordings with phrase "good morning" in their transcriptions.

4 Additional Features

4.1 Advanced Search

Advanced search allows you to analyze speech statistics and make queries using graphical elements. Advanced search is available on the **Calendar** and **List** tabs, as well as on any tab where you can see a query string.

Click the **advanced search** link located below the query string. Advanced search panel will be shown (Fig. 35).

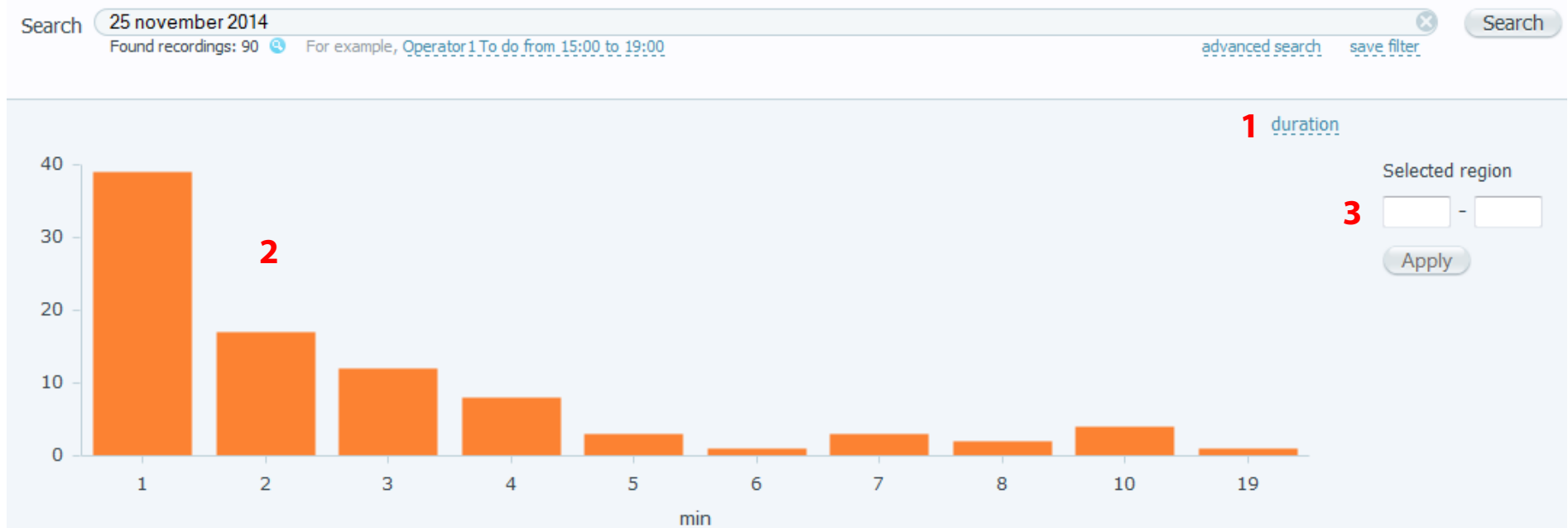


Figure 35: Advanced Search Panel

- 1 Click this link to select a parameter you want to search by. For information on available parameters, please refer to Section [3.12](#).
- 2 Interactive diagram representing a distribution of calls by values of selected parameter.
- 3 Use these controls to set an interval the parameter value should be included to.

On a diagram, you can see a number of calls with particular value of the parameter. For example, Figure 36 shows a distribution of found calls, including 5 calls with 43 % client speech.

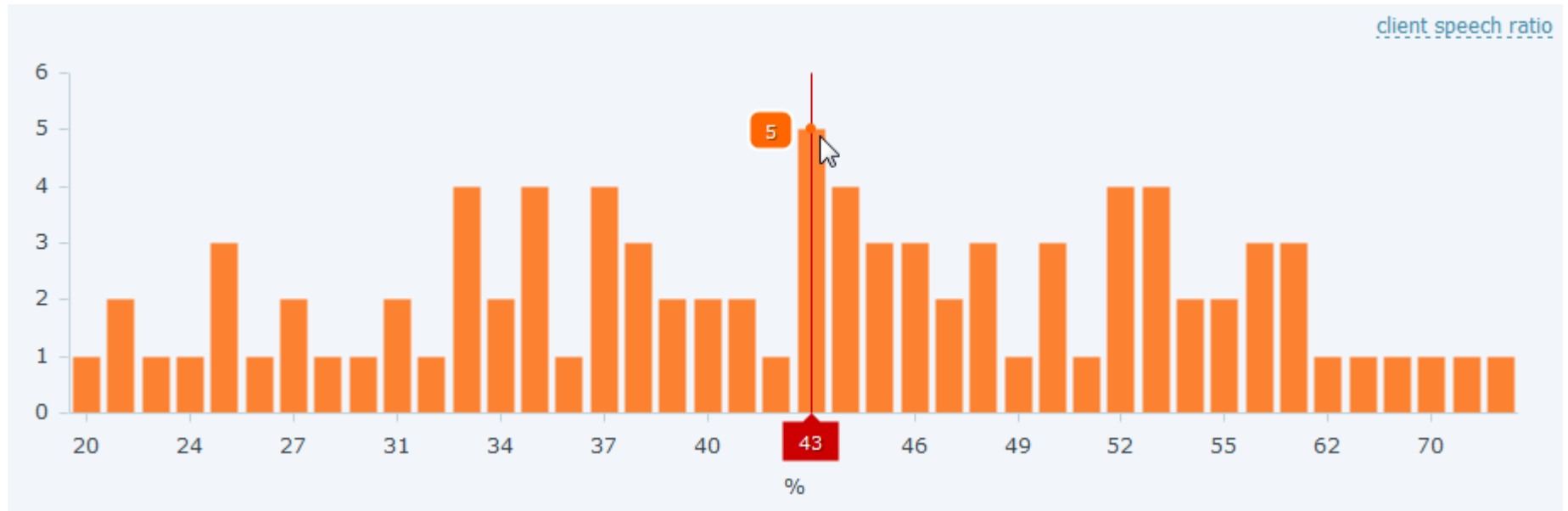


Figure 36: Getting Info from Diagram

A diagram is refreshed when a new query is executed or when you selected another numerical parameter.

To specify an interval the value of parameter must be included to, select it using your mouse on the diagram (just like you usually select a text, see Figure 37). Exact bounds of interval will be displayed in the **Selected region** boxes. If required, edit these values manually.

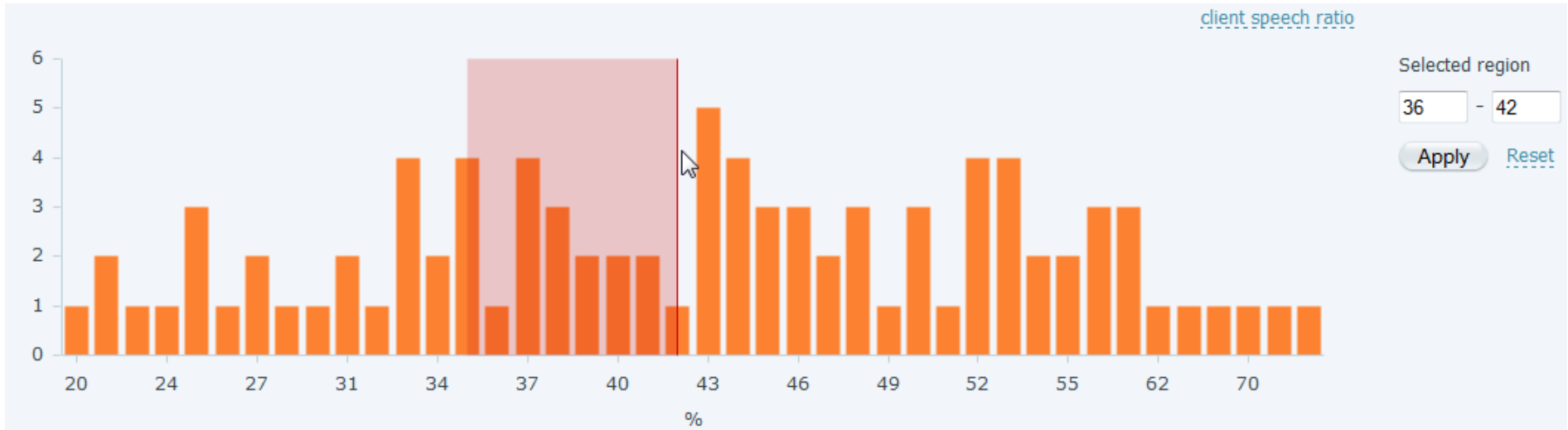


Figure 37: Selecting an Interval

Click **Apply**. You will see the updated query in the **Search** box. The application automatically sends a new query on a base of the selected interval and executes it at once (Fig. 38).

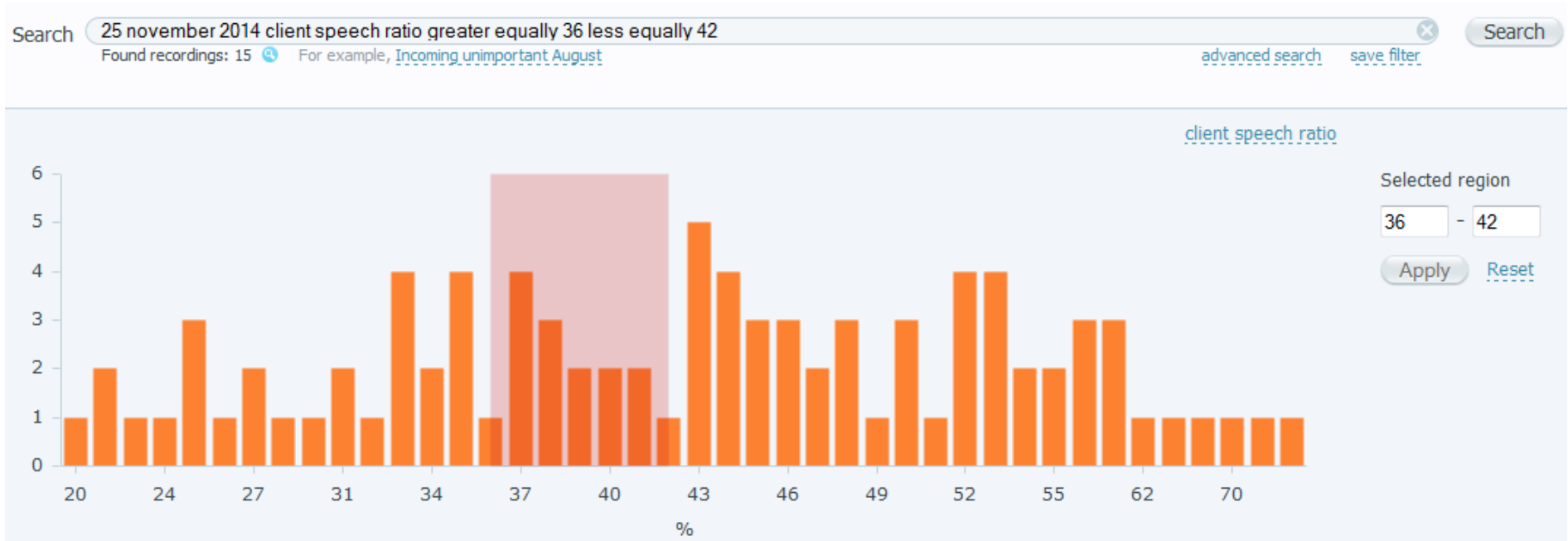


Figure 38: Changing a Query

Click **Reset** to collapse the selection. Diagram will be rebuilt and you will see initial query in the **Search** box.

4.2 Filters

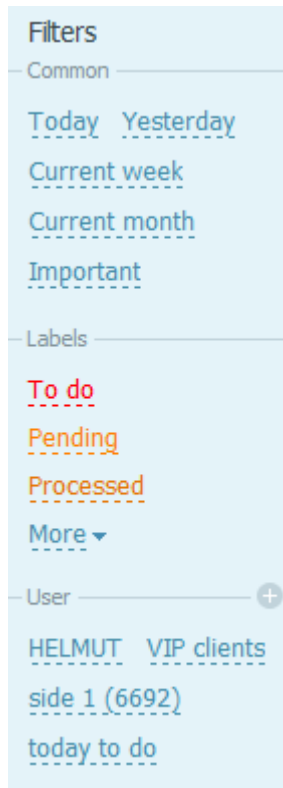


Figure 39: Filters

For quick search, use the **Filters** panel at the left (Fig. 39). The **Filters** panel includes the following groups:

- **Common** group including the following filters:
 - **Today**
 - **Yesterday**
 - **Current week**
 - **Current month**
 - **Important**
- **Labels** group including filters corresponding to color labels. Besides pre-defined color labels, this group may include user-defined color labels.
- **User** including filters saved by the **Smart Logger II Web** users. Instruction on saving a single query as a filter is presented below. To quickly create a set of filters, click **+** to the right and select what kinds of filters to create: **By stations, By operator, By groups**. As a result, you will see new filters corresponding to all stations, agents and groups (depending on selected option).

Click **More** to view all filters in each group.

To apply a filter, click its name on the **Filters** panel. Corresponding query will be automatically put into the **Search** box and executed at once.

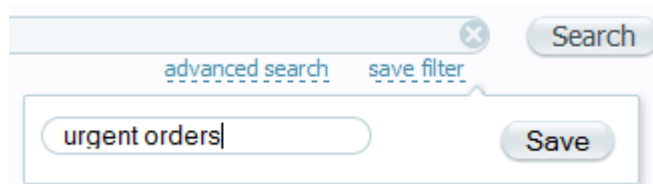


Figure 40: Saving a query

To save a query as a filter, click the **save filter** link placed below the query string.

If required, rename filter in displayed dialog and click **Save** (Fig. 40).

Filter with the specified name will be displayed on the **Filters** panel.

Terms and Abbreviations

DB: database.

FTR: Full Text Recognition, a process of converting a continuous speech recording into written text.

Full-text transcription: result of continuous speech recognition, which includes dialog script and some additional info, such as subscriber phone numbers, timestamps, recognition accuracy, etc.

Gadget: a small software component placed on a webpage and used to display the info.

GUI: graphical user interface.

Hold: an action of holding a call.

Recording: an audio file containing phone conversation data and its metadata (duration, start time, subscriber number).

Recording info: all relevant information on a particular recording (its ID, duration, subscriber info, etc.) stored in the recording database.

Resources: information on channels, agents, agent groups and departments used for selecting specific recordings. For instance, the system may select recordings by channel to restrict access to them.

Transfer: an action of transferring a call to another person.



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